

Problem Reporting System

Project Control Systems

User's Manual

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1. Introduction

This purpose of this document is to provide the reader with guidelines and step-by-step procedures for using the Problem Reporting System (PRS) web application. PRS is managed by Project Control Systems (Section 319) in support of Reliability Assurance (RA) activities, as defined in JPL D-8671, JPL Standard for Reliability Assurance, and following the specifications set forth in Anomaly Resolution (D-8091), Rev. 3.

The PRS application has been designed as a replacement to both the Problem/Failure Reporting System (P/FR) and the Automated Anomaly Management System (AAMS).

PRS is a web-based application that supports the standard JPL browsers, Internet Explorer 5.x, Internet Explorer 6.0.2, Netscape 7, and Mozilla 1.4. Some testing has also shown compatibility for Safari and Opera browsers, but their use is not recommended.

The URL to access PRS is:

prs.jpl.nasa.gov

1.1. Scope

The scope of this document is limited to the Problem Reporting System (PRS) application and the problem reporting process at JPL. See also Applicability.

1.2. Applicability

This document is applicable only to the Problem Reporting System (PRS). Topics and procedures mentioned in this document are likely not applicable to the Problem/Failure Reporting System (PFR) or the Automated Anomaly Management System (AAMS).

1.3. Applicable Documents

JPL Documents

JPL D-8671, JPL Standard for Reliability Assurance –

<http://rules.jpl.nasa.gov/cgi/doc-gw.pl?DocID=34905>

Anomaly Resolution (D-8091), Rev. 3. –

<http://rules.jpl.nasa.gov/cgi/doc-gw.pl?DocID=35506>

Flight Project Practices, Rev. 5

<http://rules.jpl.nasa.gov/cgi/doc-gw.pl?DocID=58032>

NASA Documents

NASA Policy for Safety and Mission Success –

http://nodis3.gsfc.nasa.gov/library/displayDir.cfm?Internal_ID=N_PD_8700_001A_&page_name=main

Safety & Mission Assurance Doc Tree –

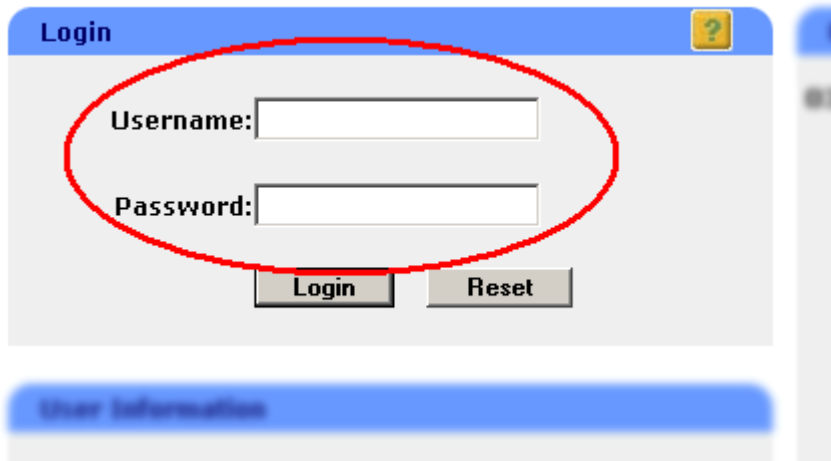
<http://www.hq.nasa.gov/office/codeq/doctree/qdoc.htm>

- 1.4. General**
- 1.5. Procedure**
- 1.6. Supporting Documents**
- 1.7. Rights and Views**

2. Outline of the PRS application

2.1. Login and Authentication

Log into the application using your JPL username and password.



Login Username - In this field you enter in your JPL Directory Username.

Password - In this field you enter in your JPL Directory Password



Note: Your session will timeout after a six-hour period of inactivity. If this occurs you will need to log in to the application again.

2.2. Navigation

No matter where you are in the PRS application, you should always be able to see the navigation tabs for the following:

Home, Originate, Tasks, Search, and Tools

This provides a consistent navigation model to assist you as you move around the different areas of the application.

2.3. My Workspace

My Workspace is the 'Home' page for the PRS application. This should be the central location from where you would navigate to the 'doing' sections of the application. It contains a number of modules that are key to the processing of anomalies. You can get to this area from nearly anywhere in the application by clicking on the 'Home' tab. Here is a screen shot of 'My Workspace':

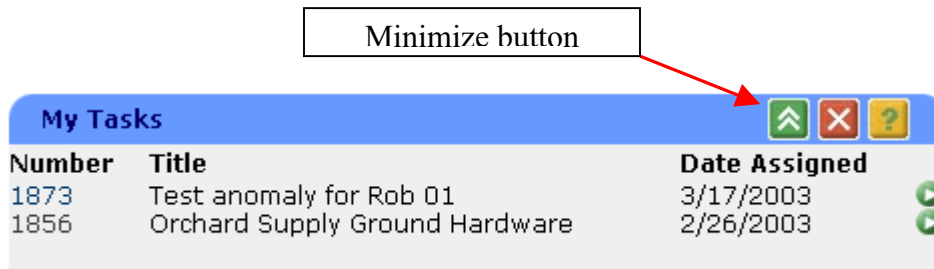
The screenshot shows the 'My Workspace' page of the PRS application. The navigation bar at the top includes tabs for Home, Originate, Tasks, Search, and Tools. Below the navigation bar are several modules:

- My Tasks**: A table with columns for Number, Title, Assigned, and Project. It lists three tasks: 1918 (Link missing), 1585 (Signatures Not Converting After Entry...), and 1570 (Multiple Email Problem (not a duplicate)).
- My Work In Progress**: A message stating "You do not have any work in progress."
- Anomalies I Originated**: A table with columns for Number, Title, Phase, Open, and Project. It lists several anomalies, including 1919 (Missing data in PFR View), 1918 (Link missing), 1895 (Missing notification email...), 1880 (Link missing...), 1840 (Pull-down order(s)), 1821 (PRS Documentation suggestion), 1600 (this is a test for PRS), and 1598 (PRS: We need a new field...).
- My Advanced Queries**: A message stating "You do not have any named saved queries."
- People I Can Proxy**: A message stating "You are not a proxy."
- Quick Search**: A search bar with a "Search" button.
- Anomalies I Worked**: A table with columns for Number, Title, Phase, Open, and Project. It lists several anomalies, including 1933 (Dina Eldeeb), 1894 (PRS file upload doesn't work), 1881 (BACK button doesn't work...), 1880 (Link missing...), 1591 (JavaScript Error in PFR Search), 1587 (request to improve PFR...), 1572 (Problem with PRS upload...), 1564 (typo), 1557 (Unnecessary extra email), and 1551 (Error In MER Search).

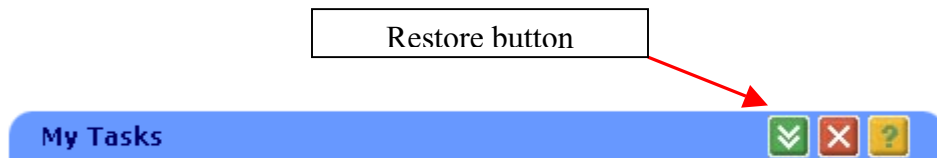
Here are the module names with short explanations of what they do:

Module Name	Explanation
My Tasks	<p>In this section, you will be presented with Anomalies that you are responsible for addressing.</p> <p>Number - This column contains the Anomaly Number and a link to a read-only view of the anomaly.</p> <p>Title - This column contains the title of Anomalies.</p> <p>Date Assigned - This column contains the Date that these Anomalies were assigned to you.</p> <p>Project – The project affected by the anomaly.</p>
Anomalies I Originated	<p>Number - this is the Number of an Anomaly you have Originated. If you click this link, you will be able to see the state of the anomaly.</p> <p>Title - This is the Title of an Anomaly you have Originated.</p> <p>Phase - This is the current Phase of an Anomaly you have Originated.</p> <p>Project – The project affected by the anomaly.</p>
People I Can Proxy	<p>Name - This is the Name of an individual that you have selected to be your Proxy</p> <p>Status - Denotes whether your Proxy is Active or Inactive.</p> <p>Add/Edit - click this link to manage your Proxies.</p>
Anomalies I Worked	<p>This module shows a list of anomalies which you have worked on.</p>
My Advanced Queries	<p>This is a list of saved advanced queries. You may either run a saved query by clicking on the green "Run Query" button, edit a saved query by the clicking on the yellow "Edit Query" button, or you may delete an existing query by clicking on the "Delete Query" button, marked in red.</p>
My Work In Progress	<p>This section shows you any "saved anomalies" which you have not yet submitted. To complete the origination, click on the green "Complete" button for the anomaly you wish to complete.</p>
Quick Search	<p>Enter a keyword or an anomaly number and click "Search."</p>

Each of the modules in “My Workspace” contain icons that affect how that module appears to the user. The green icon with the up arrows is a minimize button. Clicking this icon will reduce the ‘footprint’ of that module and increase the available workspace for other modules.

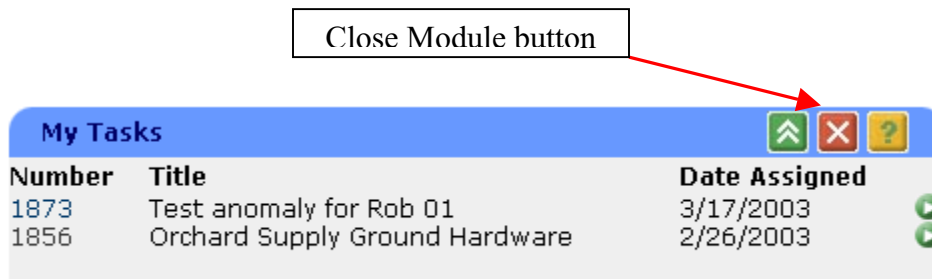


If a module has been minimized, then only the title bar for that module will be visible. In addition, the minimize button becomes a ‘Restore’ button.



Clicking on the restore button will return the module to its normal appearance.

Each module also includes a red icon with an ‘X’. This is the ‘Close Module’ button.



If the Close Module button is clicked, then the entire module is removed from the workspace. It can be restored by clicking the ‘Tools’ tab at the top of the workspace, and then selecting options.

2.4. Originate

How do I create an anomaly?

Log in to the PRS application (see section 2.1).

After a successful login, you will see 'My Workspace', which is the default home page for the application. From 'My Workspace', click on the 'Originate' tab to navigate to the Origination Forms.

The screenshot shows the 'My Workspace' interface of the PRS application. The 'Originate' tab is selected and highlighted with a red circle in the top navigation bar. The interface includes several panels:

- My Tasks:** A table listing tasks with columns for Number, Title, Assigned, and Project.
- My Work In Progress:** A message stating 'You do not have any work in progress.'
- My Advanced Queries:** A message stating 'You do not have any named saved queries.'
- People I Can Proxy:** A message stating 'You are not a proxy.'
- Quick Search:** A search bar with a 'Search' button.
- Anomalies I Originated:** A table listing anomalies with columns for Number, Title, Phase, Open, and Project.
- Anomalies I Worked:** A table listing anomalies with columns for Number, Title, Phase, Open, and Project.

My Tasks Table:

Number	Title	Assigned	Project
1918	Link missing.	10/27/2003	PCS
1585	Signatures Not Converting After Entry...	11/6/2002	PCS
1570	Multiple Email Problem (not a duplicate)	9/19/2002	PCS

Anomalies I Originated Table:

Number	Title	Phase	Open	Project
1919	Missing data in PFR View.	Corrective Action / Testing	218	PCS
1918	Link missing.	Origination	218	PCS
1895	Missing notification email...	Closed	14	PCS
1880	Link missing...	Closed	15	PCS
1840	Pull-down order(s)	Analysis	263	PCS
1821	PRS Documentation suggestion	Closed	28	PCS
1600	this is a test for PRS	Closed	57	PCS
1598	PRS: We need a new field...	Closed	0	PCS

Anomalies I Worked Table:

Number	Title	Phase	Open	Project
1933	Dina Eldeeb	Closed	0	PCS
1894	PRS file upload doesn't work.	Closed	243	TEST
1881	BACK button doesn't work...	Closed	226	PCS
1880	Link missing...	Closed	15	PCS
1591	JavaScript Error in PFR Search	Production Testing	560	PCS
1587	request to improve PFR...	Corrective Action	573	PCS
1572	Problem with PRS upload...	Closed	620	PCS
1564	typo	Closed	635	PCS
1557	Unnecessary extra email.	Closed	644	PCS
1551	Error In MER Search.	Closed	645	PCS

Select the desired Origination form by clicking on one of the Module Name entries.



Tip: If you are writing an anomaly for a Flight Project, select PFR. If you want to submit a bug report against PRS (this system), then select Application Bug Report.

Originate: Sub-Origination

Module Name	Module Description
Application Bug Report	This type of anomaly is to be used for applications. As an example, if you find a bug in the Problem Reporting System (the application you are currently using) you can use this form to document the anomaly.
PFR	This type of anomaly is to replace the existing P/FR form for Origination.

Provide a title for the anomaly. Select the Main Project Affected. After selecting Project, applicable items (subsystems) for that project will be available in the Item (Subsystem) field. For Item, click on the item affected by this anomaly.

Fill in all required information (denoted by “!”) and any other information that may be relevant to the anomaly.

Required Fields

Problem/Failure Report (PFR)

! Title: ST7 Test Anomaly

! Main Project Affected: Space Technology 7 / Disturbance Reduction System (ST7)

! Problem/Failure Date (PST): July 8 2004

! Time(hh:mm:ss): 12:18:47

Spacecraft/Instrument ID:

! PFR Type: DPFR PFR

Priority: Highest High Medium Low Lowest

Problem Type: Engineering Model Flight Ground Test

Suspected Problem: Documentation Hardware Other Procedural Software Unknown

Item (Subsystem)

! Item Affected: DRS 1.05.04 - Power Supply Board 1, PSB 1

DRS 1.05.05 - Power Supply Board 2, PSB 2

DRS 2 - Colloid Micro Newton Thrusters, CMNT

DRS 2.01 - Thruster Assembly 1, TA-1

DRS 2.01.01 - Digital Control Int. Unit 1, DCIU 1

DRS 2.01.02 - Accelerator, Valve, and Cathode 1, AVC 1

DRS 2.01.03 - Beam and Extractor 1, BE 1

DRS 2.01.04 - Heater Assembly 1, HTR 1

Add a Hierarchy? (optional) Edit Hierarchy

View Hierarchy: Electronics Assembly - DRS 1 Interferometer Electronics - DRS 1.05 Power Supply Board 1 - DRS 1.05.04

Serial Number:

Operating Hours:

Description

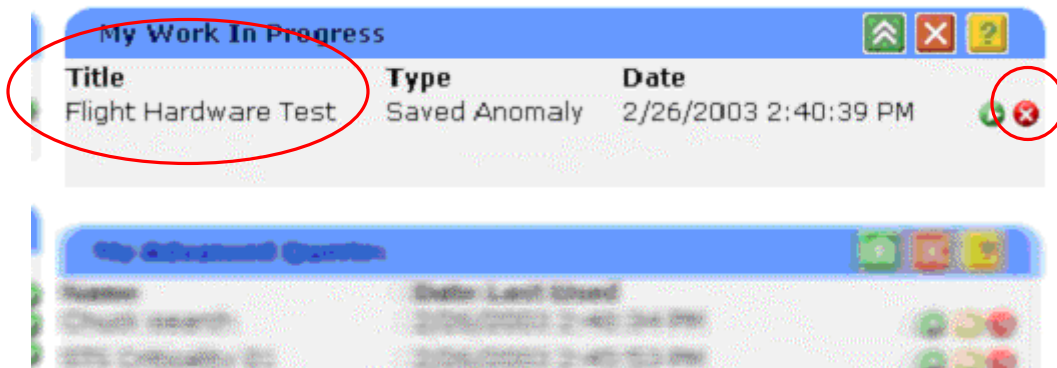
! Description of Problem/Failure: Testing.

! Reporting/Observed Location: Select One...

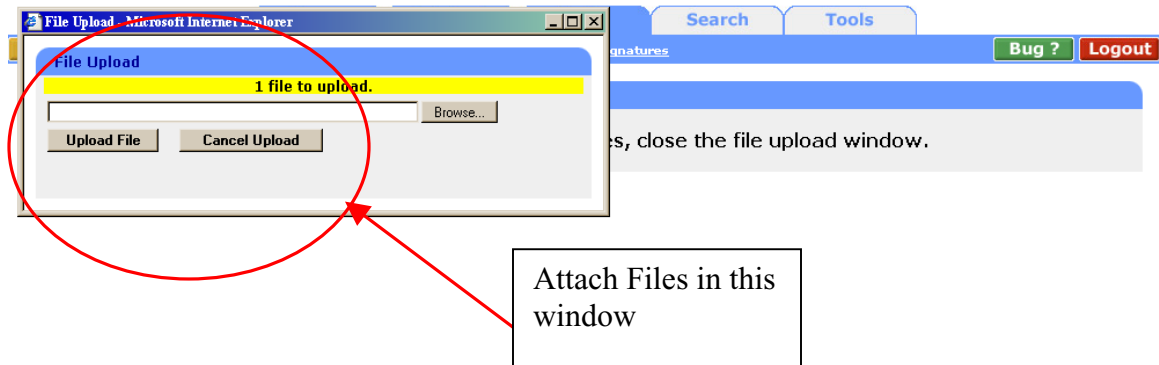


Tip: If you have information relating to Parts, please put that info in the Description field. In the future there will be a specific form element for Parts.

If you have elected to 'Save and Finish Later', you will see an entry on 'My Workspace' in 'My Work In Progress' with the **Title** of the anomaly you saved. If you wish, you can **delete** this un-submitted anomaly from this screen by clicking on the red 'X' icon.



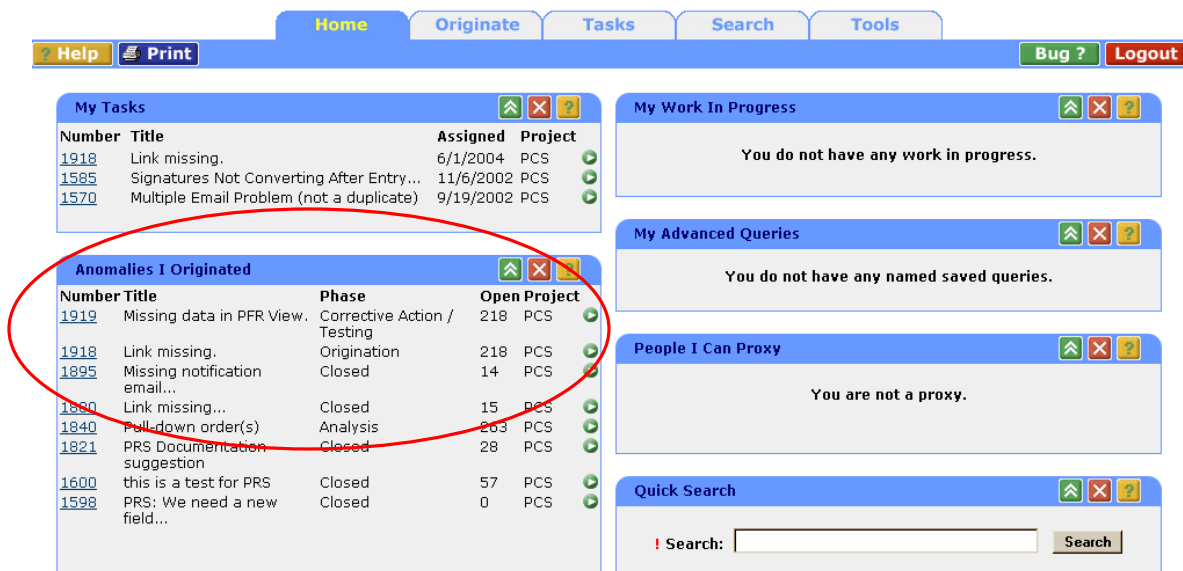
If you have elected to attach files, you will be presented with a file upload screen. When you are done uploading files, close the window to bring you back to the main screen with a confirmation message.



How do I view the status of an anomaly I originated?

Log into the application using your JPL username and password.

From 'My Workspace' you can view 'Anomalies I Originated' in the left hand part of the screen (under 'My Tasks'). From here you can see the Number, Title and Current Phase of an anomaly you have originated. If you click on the anomaly number, you will be taken to a read-only page that will show you everything that was done to the anomaly in question and by whom. To work on an anomaly, refer to section 4 of this document.



2.5. Tasks

Module Name	Module Description
Signatures	This module is applicable to users who are responsible for signing an anomaly for Closure.
Assignments	This module contains anomalies for which you are currently responsible.

2.6. Search

Module Name	Module Description
User	Search for Users by name.
Anomaly	Search for anomalies by Title, comment or number.
Query Wizard	Search for anomalies in a Wizard format. This tool has the ability to search by Project related data, Anomaly related data, Lifecycle related data, Users associated with anomalies, Item (subsystem) related data, and Picklist data such as codes and ratings. You can search by these types individually, or in combination. You can also save queries to be run later, with the option of editing the saved query before running it.
Reports	From the Reports Main Menu you can select from many pre-defined reports.

2.7. Tools

Module Name	Module Description
Edit Profile	This is for editing your user profile.
Lifecycle Viewer	This tool allows a project admin or user to view the phases, actions, users, and notifications for a project-specific or user selected lifecycle.
Options	This module is for user-defined settings.
Proxies	This module is for configuring and managing proxies.

2.8. Notifications and Email

Notifications

When an anomaly is originated or when an anomaly makes a phase transition through the lifecycle, a notification email is sent to the person(s) responsible for the anomaly. For instance, when an anomaly is originated, an email will be sent to the person responsible for the verification phase for the item affected. The body of the email will contain a link that will take you directly to the anomaly in question. Here is an example email:

Subject: You have an anomaly to work on ###3097###

Body:

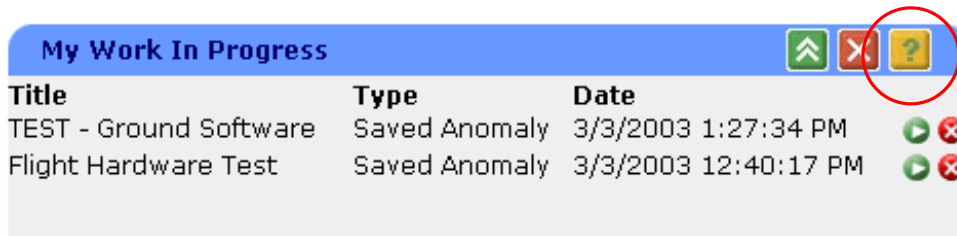
You are responsible for this anomaly. You may view this anomaly by clicking here

The text of the email is intentionally sparse, in order to encourage the recipient to log in to the PRS application, as opposed to working and tracking the anomaly via email or other shadow systems.

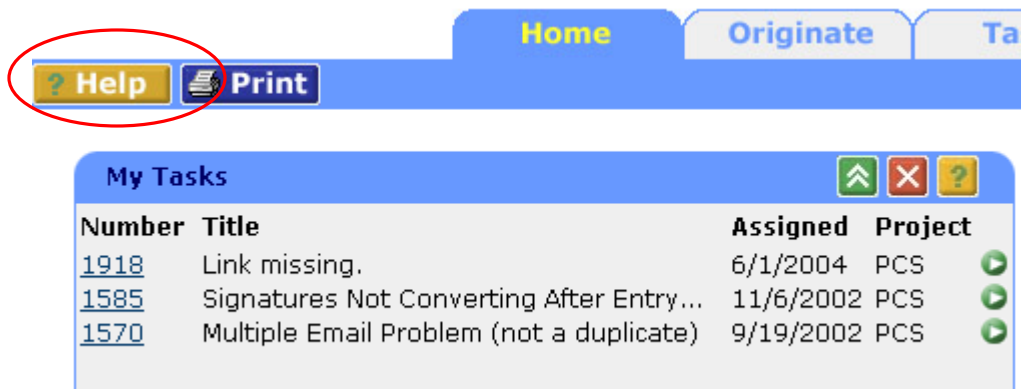
2.9. Online Help

How do I access help for the PRS application?

Module based help – help for a given module, can be found by clicking on the yellow question mark icon at the top of each module.



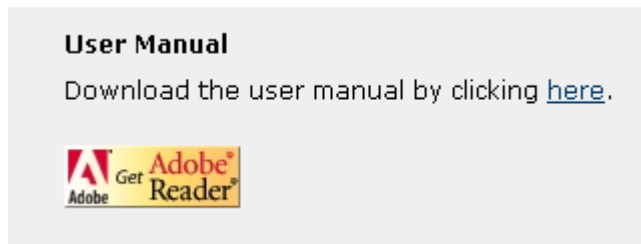
Page based help – help for all modules on a given page, can be found by clicking on the ‘? Help’ button at the top of the page.



How do I obtain the user manual for the PRS application?

You will find a link to the latest version of the PRS Manual (this document) in the login screen and in any of the help contents windows:

(Login screen):



(Help window):



2.10. Questions and Answers

How do I work on an anomaly?

Log into the application using your JPL username and password.

If you have ‘Tasks’ assigned to you, you will see a message saying ‘You have open tasks’ and you will see your open tasks from ‘My Tasks’. To work on an anomaly, click on the green ‘action’ icon to the right of the anomaly.

The screenshot shows the application's home page with navigation tabs: Home, Originate, Tasks, Search, and Tools. Below the tabs are buttons for Help, Print, Bug?, and Logout. The main content area is divided into four panels:

- My Tasks:** A table with columns: Number, Title, Assigned, and Project. It lists three tasks: 1918 (Link missing, 6/1/2004, PCS), 1585 (Signatures Not Converting After Entry..., 11/6/2002, PCS), and 1570 (Multiple Email Problem (not a duplicate), 9/19/2002, PCS). A red circle highlights the green 'action' icon to the right of the 1585 task.
- My Work In Progress:** A message stating "You do not have any work in progress."
- My Advanced Queries:** A message stating "You do not have any named saved queries."
- Anomalies I Originated:** A table with columns: Number, Title, Phase, and Open Project. It lists two anomalies: 1919 (Missing data in PFR View, Corrective Action / Testing, 218, PCS) and 1918 (Link missing, Origination, 218, PCS).

After clicking on the green ‘action’ icon, you will be brought to the main page for editing the selected anomaly. You may click on the anomaly number to view what has been previously done with the anomaly.

You can also access “My Tasks”, by clicking the Tasks navigation tab and then clicking “Assignments”. In addition to “My Tasks”, you will also see “Tasks that I can work” which are anomalies that are assigned to someone else, but are available for you to work on.

The screenshot shows the 'Tasks' page with the 'Tasks' navigation tab selected. The main content area is divided into two panels:

- My Tasks:** A table with columns: Number, Action, Title, Date Assigned, Item, Current Phase, and Project. It lists three tasks: 1918 (Link missing, 10/27/2003, PRS, Origination, PCS), 1585 (Signatures Not Converting After Entry Of Badge Numbers, 11/6/2002, PFR, Analysis, PCS), and 1570 (Multiple Email Problem (not a duplicate), 9/19/2002, PFR, Analysis, PCS).
- Tasks that I can work:** A table with columns: Number, Action, Title, Assigned To, Date Assigned, Item, Current Phase, and Project. It lists two tasks: 1587 (request to improve PFR attachments, Borthwick, John F, 11/20/2002, PFR, Corrective Action, PCS) and 1519 (CAN System Login Code, Potter, Don T, 8/19/2002, MAIS, Corrective Action, PCS).

What is a lifecycle?

A lifecycle is the series of phases and transitions that an anomaly moves through as it changes states, or phases, from beginning (Origination) to end (Closure).

a. Definition – Webster's

Webster's Dictionary defines a Lifecycle as the following:

The series of stages in form and functional activity through which an organism passes between successive recurrences of a specified primary stage

- *or* -

A series of stages through which something (as an individual, culture, or manufactured product) passes during its lifetime

b. Definition – As a Lifecycle applies to PRS

Another way of defining a Lifecycle is a series of Phases, Actions, and Phase Transitions that define a process for how something is to be done. If you are familiar with the concept of a 'State Engine', then this concept should be familiar to you.

You will need to understand the following...

- i. Phase – a conceptual state of a process with predefined actions attached to it.
- ii. Action – a predefined type of work that would be associated with a Phase.
- iii. State Transition – a special, predefined, action that allows movement to another Phase.

If this is unclear to you right now, there will be examples further in this document.

Why do I need a Lifecycle?

- c. Measurable
 - i. Formalizes interpersonal processes
 - ii. Allows for Trending over time
- d. Shows bottlenecks in work flow
 - i. Helps with resource management

- ii. Provides Accountability
- e. Serves as a running total of un-addressed issues

How do I begin?

Real World Example – buying groceries.

A real world example, I am going to use the activity of going to the store to buy groceries as an example.

First let's define the Phases for the process of going to the store. What would the states be for this overall action?

Phases

At home – This would be the initial phase of this process and would involve any actions that deal with preparation for going to the store.

In Car – This Phase would contain all actions necessary, or possible, while in transit.

Park – This Phase would contain all actions possible while trying to find a parking space.

Shop – This phase would contain all actions done at the store

Done – When this state is reached, the process is completed

Actions and Phase Transitions

For each of the above Phases, there are actions and phase transitions associated with each Phase. Actions are unique to each phase.

For example, the Phase of 'In Car' could include the actions of: Drive, Signal, Turn, Adjust Radio...etc. All these things are specific to being in the car.

To take this example even further, see the table below.

Phase	Actions	Transitions to
At Home	Get Dressed	Self
	Grab List	Self
	Get Checkbook	Self
	Go to Car	In Car
In Car	Open Door	Self
	Start Car	Self
	Tune Radio	Self
	Arrive at Store	Park
Park	Look for parking spot	Self
	Park	Shop

Shop	Look at list	Self
	Go to proper Isle	Self
	Pick up item	Self
	Place in basket	Self
	Mark item off list	Self
	Done Shopping	Done
Done	No Actions to do	No Transitions

From this example, you can see that some actions can be done multiple times while staying in the same phase.

Business World Example – Simple lifecycle

Now let's apply this concept to a reporting a problem or an anomaly.

Phase	Actions	Transitions to
Origination	Originate	Verification/Analysis
	Enter Origination	Self
	Go to Verification/Analysis	Verification/Analysis
Verification/Analysis	Enter Verification/Analysis	Self
	Go to Origination	Origination
	Go to Corrective Action	Corrective Action
Corrective Action	Enter Corrective Action	Self
	Go to Verification/Analysis	Verification/Analysis
	Go to Test	Test
Test	Enter Test	Self
	Go to Corrective Action	Corrective Action
	Ready for Signature	Signature
Signature	Sign	Self
	Close	Closed
	Go to Test	Test
Closed	No Action	No Transition

In this lifecycle, I have identified the following phases (Origination, Verification/Analysis, Corrective Action, Test, Signature and Closed) to identify States that an anomaly can be in. Note that this Lifecycle has actions that transition both forward and back (i.e. Test – Go to Corrective Action). From this example you should begin to see that Lifecycles can be very flexible and can be configured to mirror pretty much any business process.

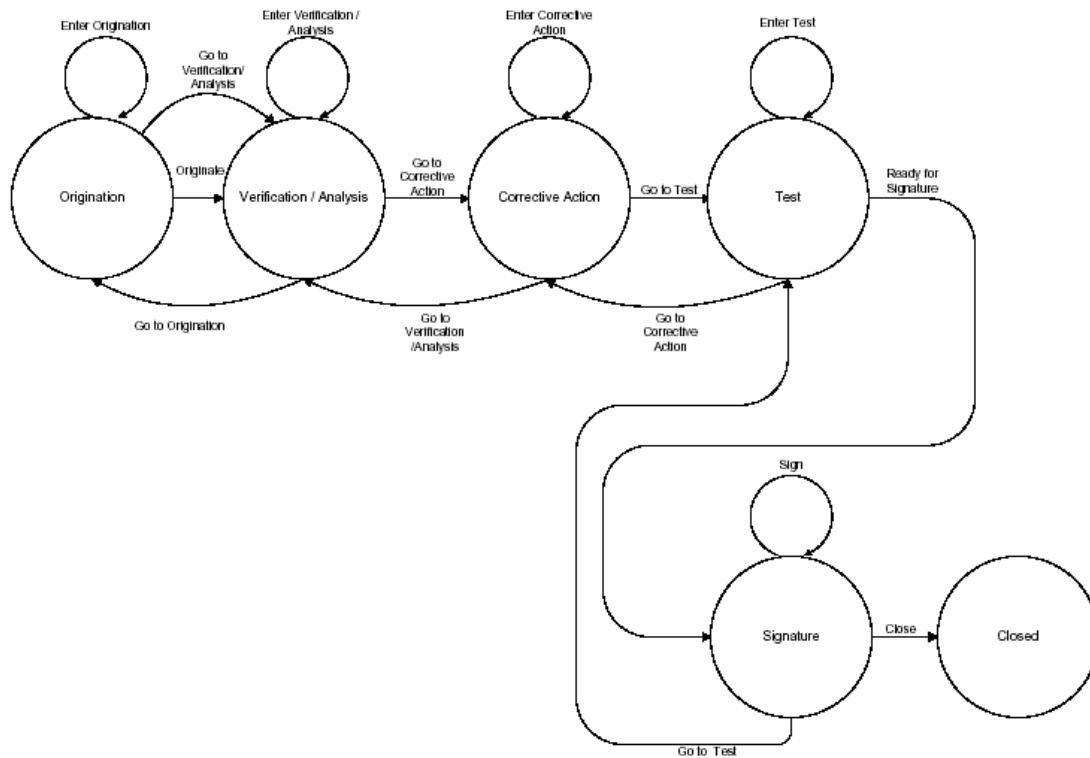
Now that you have seen a couple of examples, you should be able to start defining your lifecycle. Start with defining phases that define the states that an anomaly could be in as it relates to your business process. Start with where you would like the anomaly to go first, and then ask 'Where would it go next?' ... do this until you would have nothing left to do.

After you have your phases defined, move on to the actions. Try to keep all the actions focused on a particular phase. For example, you wouldn't have your primary analysis action in your testing phase.

After you have all phases defined, including all actions associated with given phase, you need to define your phase transitions (which are really nothing more than special actions that bind together two phases).

Now you should have a lifecycle and an understanding of what a lifecycle means and how you can use them.

Here is a diagram showing the default lifecycle that will be used for Flight Projects:



How do I know who is responsible for any given phase of a lifecycle?

You can find out who are the responsible parties in the phase of a lifecycle, as well as the recipients of notifications, with the Lifecycle Viewer tool. Click on the “Tools” navigation tab, and then click “Lifecycle Viewer”. You will see a select pull-down with the list of lifecycles that you can view.



Tip: You will only see lifecycles for which you are a responsible member. If you are on more than one project or lifecycle, the list is sorted by project and lifecycle. If you are not configured as a user on any lifecycles, this tool will not be available to you.

The screenshot shows a web interface titled "User - Transition To Lifecycle Viewer". It features a label "Project | Lifecycle" above a dropdown menu. The dropdown is labeled with a red exclamation mark and the text "Lifecycle To View", followed by the text "Select One...". Below the dropdown are three buttons: "Submit", "Reset", and "Cancel". At the bottom, a note reads "Note: ! - Required Field".

Select the lifecycle that you wish to view, and then click the “Submit” button. You will then see a table showing the phases and actions of the lifecycle that you selected:

Lifecycle Viewer				
Lifecycle Name = PRS LIFECYCLE		Default Lifecycle? Yes		
Name	Type	Transitions To	Description	Roles and Notifications
Origination	Phase	N/A	N/A	N/A
Originate	First Action	Analysis	N/A	
Clarify	Action	Analysis	N/A	
Analysis	Phase	N/A	N/A	Who
Reject/Clarify	Action	Origination	N/A	
Reject/Close	Action	Closed	N/A	
Analyze	Action	Corrective Action	N/A	
Analysis Notes	Multi Action	Analysis	N/A	
Corrective Action	Phase	N/A	N/A	Who
Reject	Action	Analysis	N/A	
Fixed	Action	Testing	N/A	
Testing	Phase	N/A	N/A	Who
Verify	Action	Signature	N/A	
Reject	Action	Corrective Action	N/A	
Closed	Phase	N/A	N/A	N/A
Back				

Under the “Roles and Notifications” column, clicking on the “Who” link will pop up a window showing the titles, roles, names, and types of email for the person(s) responsible for that phase:

Lifecycle Phase Info - Analysis				
Title	Role	Name	E-mail type	
CogE	RESPONSIBLE EDITOR	Charles M Serian	To	
CogE	PERMANENT MEMBER	Robert L Sweet	CC	
<div>Close Window</div>				

Proxies

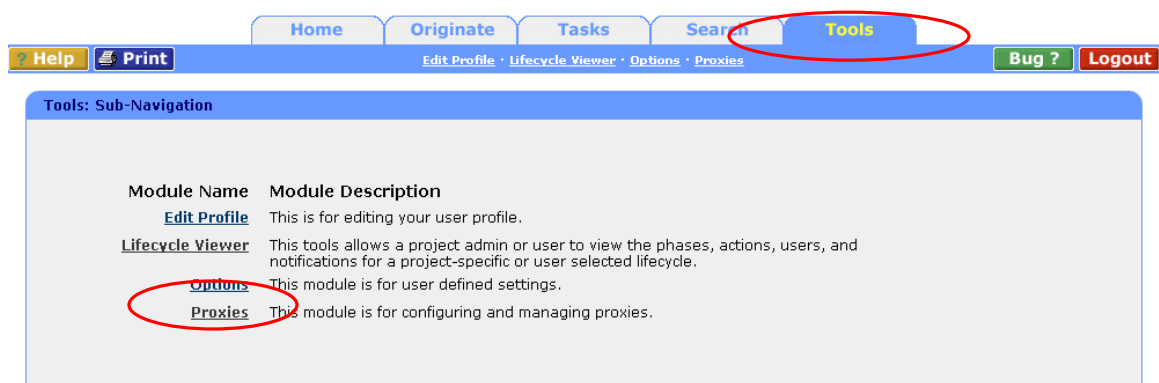
A Proxy is a user to whom you have granted the right to perform actions that are ordinarily assigned to you. If your proxy performs an action in the system while proxied as you, it will appear as though you have done the action. It will also be noted in the action description that your proxy did it. Proxy functionality does not permit performing signature actions.

Proxy rights are not inherited.

E.g. If User A is a proxy for User B (A can become B), and User C is a proxy for User A (C can become A), User C does not inherit the right to become User B.

How do I create a Proxy?

Click on the 'Tools' tab in the upper right corner. Click on 'Proxies' under 'Module Name'.



This will take you to the main proxy page where you can add users to be a proxy for you. You can use either the alphabet at the top of the page or the search box to find the user you wish to add as your proxy. After you have located the person you want to be your proxy, click on the '>>' button to add them as your proxy. This action will add the name to the 'Users to Proxy' list. This process can be done for as many proxies as you wish to add. If you accidentally add the wrong person, you can remove them from the box of 'Users to Proxy' by selecting the name on the right side and clicking on the '<<' button.

After you have identified all the users you want to be your proxy for this session, click on the 'Submit' button to add this user(s) as your proxy. If you wish to clear all users from the 'Users to Proxy' list, just click on the 'Reset' button.

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Help Print Edit Profile · Lifecycle Viewer · Options · Proxies Bug ? Logout

Add Proxies

Available Users
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Find

Aaron, Kim
AARON, PAUL
ABAJIAN, MARK
Abajian, Mark
Abakians, Henry
ABALOS, CRISTINA
ABARCHIAN, GREGG
ABARQUES, RAQUEL

>>
<<

Users to Proxy

Submit Reset

My Proxies

Name	Status
Robert Sweet	Active

Manage Proxies – You can manage proxies (activate / deactivate) by clicking on the yellow ‘Change status button or you can delete a user from being your proxy by clicking the red ‘Delete’ button.

Who can I be a proxy for? You can see who has allowed you to be a proxy for them by viewing the ‘People I can Proxy’ module from ‘My Workspace’. You will be able to view whether the person who has added you to be a proxy for them has you marked as ‘Active’ or ‘Inactive’. If they have you marked as ‘Active’ you can click on the word ‘Active’ to become that person.

While you are a proxy for someone else, you will have all the rights that they have for this system. Note that you’re actions will be logged while being a proxy.

3. Appendix

- **Glossary**

Anomaly – Incident, problem, failure, out-of specification performance, adverse trend, or unexpected result.

















AAMS - Automated Anomaly Management System





PFR – The Problem/Failure Reporting System.

PRS – Problem Reporting System. The successor to the Problem/Failure Reporting System

Support equipment - Support equipment is defined to be any electrical or mechanical support or test equipment (including commercial test equipment), which is owned by, or dedicated for sole use on the given project task. Included would be bench checkout equipment (which may also be used during environmental testing of the flight-type hardware), system test complex equipment, some items of pre-launch processing equipment, and some items of launch complex equipment. Excluded would be any facility equipment, defined above.

- Icons and figures

Icon	Name	Description
	Action	Click this icon to perform an action such as working on an anomaly or running a query.
	Edit	Edit a saved query.
	Delete	Delete a saved query or saved anomaly.
	Locked	Indicates that an anomaly is locked by another user.
	Minimize	Minimizes a module in the workspace.
	Restore	Restore a module in the workspace.
	Close Module	Close a module in the workspace.
	Module Help	Click this icon for module specific help.
	User Info	Links to contact information for a given user.
	Page Help	Click this icon for page specific help.
	Print	Use this button to print the current page in the application.
	Bug	Click here to report a bug or enhancement request for the PRS application.
	Logout	Logs out of the current PRS application session.
	Close Window	Closes the current window.
	Submit	Submits form data to the application server.
	Save and Finish Later	Saves an anomaly and stores it in the Work In Progress module.

	Continue	Navigates to the next page of a form.
	Reset	Resets form controls and values to their nominal (default) values.
	Cancel	Cancel the current action or form.
	Search	Begin search or execute query.

- **Anomaly Terms and Fields**

Title	Enter the brief description of the anomaly. The title can be up to the 80 characters in length. Note: this is a required field and it must be filled.
Description	Enter the complete description of the problem. Note: this is a required field with the minimum length of 8 characters.
Main Project Affected	Select the main project from the list that might be impacted by this anomaly/problem. Note: this is a required selection.
Problem/Failure Date (PST) -	Select a month, day, and the year that the anomaly/problem was observed on. Note: Problem/Failure Date is a required field. Furthermore, date cannot be selected as a date in the future.
Observed Location	Place where the anomaly/problem or failure occurred. Note: this is a required field.
Room Number	Enter the room number where the anomaly/problem or failure occurred.
Project Phase	Denotes: Developmental/Prelaunch, Formal/Flight (Postlaunch). Note: this is not a required field.
Personnel Safety	Select <i>Yes</i> if personnel safety related issue exists and <i>No</i> if it does not. Note: this is not a required field.
Hardware Safety	<i>Yes</i> indicates that there exists a hardware safety issue and <i>No</i> indicates no issue. Note: this is not a required field.
Lessons Learned	
Cause	Select the cause from the pulldown menu which most closely describes the anomaly/problem. Note: this is not a required field.
Problem/Failure Noted During	Select a code which describes the nature of the test being conducted when the anomaly/problem occurred. Note: this is not a required field.
Specific Environment	Code which describes the specific environment under which the problem occurred. Note: this is not a required field.
Nasa Alert Concern	Selection of <i>Yes</i> or <i>No</i> indicate if the problem failure constitutes an alert/concern issue. Note: this is not a required field.
Mission Critical Failure	A <i>Yes</i> or <i>No</i> indicates whether or not the problem/failure is classified as a Mission Critical Failure. Note: this is not a required field.

Failure Effect Rating	Options provided in the dropdown box are JPL standards for failure effect ratings. Select the rating that closely matches the problem. Note: this is not a required field.
Failure Cause Corrective Action Rating	This is a standard set of failure cause ratings developed by JPL. Select the one that closely identifies the problem cause. Note: this not a required field.
Mission Activity	Select the Mission Code from the drop-down menu which most closely describes the spacecraft activity at the time of the problem. Note: this is not a required field.
Problem Type	Denotes: Ground Test, Engineering Model, Flight. Note: this is not a required field.
Operating System	This is a software related field. Select the operating system that was used when the problem/anomaly occurred. Note: this is not a required field.
Browser	Select the browser that you were using when problem occurred. Note: this is not a required option.
Item/Subsystem	Select the item that you think is impacted by the anomaly/problem. This is a required field.
Spacecraft/Instrument ID	Code which identifies the Spacecraft or Instrument. Note: this is not a required field.
Criticality	A project-assigned number to rank a problem's importance, not related to the technical difficulty of the solution, funds available, or resolution lead-time. Unacceptable risk -- a problem that precludes, or represents unacceptable risk to achieving defined objectives, for which there is not workaround procedure. Accepted risk -- a problem that represents accepted risk to achieving defined objectives by the use of an approved but rigorous workaround procedure. No significant risk -- a problem that represents no significant risk to achieving defined objectives but that is planned to be corrected. No Risk -- a problem that represents no risk to achieving defined objectives and is not planned to be corrected. (From: Memorandum of Agreement on a Common Language for Problem Reporting at Reviews, A. Beers, JPL D-7101, 10/91.) Note: this is not a required field.
Software Version	Break down the software version number and insert into the appropriate fields. For example, for program ID ABC-XXXX-OP-A Ver. 1.2.3, 1=Major, 2=Minor, 3=Revision, and OP Code=A. (Note: OP code can be recorded in this section of the Originate screen.) If the software is simply of a Version type 24.2, then 24=Major and 2=Minor. Note: you cannot input minor version without inputting the major version. In addition, you cannot type revision or opcode without the major and minor versions. Furthermore, major or minor versions are

	numeric fields. The software version is not a required field.
Problem Code/Category	Select the category that best describes the anomaly/problem. Note: this is not a required field.
Related Documents	This is a document number for a document related to this anomaly/problem. Note: this is not a required field, but if it is selected, then choice must be made from the <i>type</i> dropdown.

Frequency	Indicate how often this anomaly/problem occurs. Note: this is not a required field.
Lifecycle Type	This option includes the list of available lifecycles for the anomaly/problem to follow. Lifecycle is set up by the project administrator. Note: this is not a required field.
Reproducible	Select <i>Yes</i> if the anomaly is repeatable; <i>No</i> if it is not; <i>Undetermined</i> if you don't know at this time. Note: this is not a required field.
Flight Project Concurrence Required	<i>Yes</i> indicates that systems engineering review is required for this document. <i>No</i> indicates that systems engineering review is not required. Note: this is not a required field.
Upload a File?	Select a number of files that you would like to upload from the dropdown menu. Note: this is not a required field.
Originator Concur With Fix	If you choose to participate, you will be asked to concur with the anomaly/problem fix. Note: this field is project specific and may not be on the form.
Originator Workaround	
Originator Comments	

- **References**

<https://eis-lib.jpl.nasa.gov/eis-lib/dscgi/ds.py/Get/File-47908/Release21-7-14-03.xls>

https://eis-lib.jpl.nasa.gov/eis-lib/dscgi/ds.py/Get/File-53023/JPL_Web_Best_Practices_revised_02.doc